



Docket No. BRUNO 20-21-26-22-11 (2455-4447)
Serial No. 0/071,021

2662
#ADG
D. J. [unclear]
01/18/02

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: R.F. Bruno et al.

Serial No.: 09/071,021

Group Art Unit : 2662

Filed : May 1, 1998

Examiner: Joseph Logsdon

For: SHARING OF VOICE-SWITCHED NETWORK AND INTERNET
RESOURCES FOR INTELLIGENT SESSION PROCESSING

COMMISSIONER FOR PATENTS
WASHINGTON, D.C. 20231

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JAN 18 2002

Technology Center 2600

AMENDMENT

Sir:

In response to the Final Office Action dated July 31, 2001, please amend the above-identified application as indicated below. While no extension of time is believed necessary as this amendment is being filed on October 26, 2001, should an extension be required to make the filing of this paper timely, such extension is hereby petitioned. Please charge any other fees necessitated by this Amendment to our Deposit Account No. 13-4500 (Order No. 2455-4447).

IN THE CLAIMS

Please amend claims 1, 11, 21 and 22 as follows. Attached hereto is a marked-up version of the changes made to the claims by the current amendment. The attached page is captioned "Version With Markings To Show Changes Made."

1. (Three Times Amended) A method for connecting a call to one of a plurality of agents in a call center that is connected to disparate telecommunications networks, the method comprising the steps of:

receiving a query from one of a plurality of telecommunications networks

C1
cont



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PATENT TRADEMARK OFFICE

PATENT

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CERTIFICATE OF MAILING (37 C.F.R. 1.8a)Commissioner for Patents
Washington, D.C. 20231**RECEIVED**

Sir:

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I hereby certify that the attached:

1. Amendment;
2. Return Receipt Postcard.

along with any paper(s) referred to as being attached or enclosed) and this Certificate of Mailing are being deposited with the United States Postal Service on the date shown below with sufficient postage as first-class mail in an envelope addressed to the: Commissioner for Patents, Washington, D.C. 20231.

Respectfully submitted,

MORGAN & FINNEGAN, L.L.P.

Dated: October 26, 2001By: 

Sung Ho Hong

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